

Docket No.: 200312044-1

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of :
Yassine Faihe et al. : Confirmation No. 1127
U.S. Patent Application No. 10/810,663 : Group Art Unit: 2114
Filed: March 29, 2004 : Examiner: Timothy BONURA
For: REMOTE SOFTWARE SUPPORT AGENT SYSTEM

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of October 5, 2006, please enter the following remarks: